

## I. ADULT CARE HOMES FOR OLDER AND DISABLED ADULTS

Adult Care Facilities in your community: \_\_\_\_\_

\_\_\_\_\_

Funding Sources Taken by Each: \_\_\_\_\_

\_\_\_\_\_

# of Residents Served Last Fiscal Year by Each: \_\_\_\_\_

\_\_\_\_\_

Avg. Cost per Day (for each funding source) for Each: \_\_\_\_\_

\_\_\_\_\_

<b>A. EXISTENCE</b> Are these services available to older and disabled adults in your community?		
1. Does your community have at least one adult care home?	Yes	No
2. Does your community have at least one assisted living facility?	Yes	No
3. If there are "no" answers to any of the above questions, are there adult care homes in neighboring communities/counties that could provide services to your community's residents as needed?	Yes	No
<b>OVERALL EXISTENCE RATING</b>	<b>1</b>	<b>2 3 4 5</b>

<b>B. ADEQUACY</b>	
Are these services in sufficient supply for those who need it?	
<p>1. Is there a waiting list to get a bed in an adult care home in your community? If so, how many people are waiting and what is the average waiting time?</p> <p>Why is there a waiting list (e.g. Is there a lack of funding or a shortage of providers, beds or staff?)</p>	<p>Yes                      No</p>
<p>2. If there is a waiting list, how acceptable is the average waiting time?</p> <p>(What is the average waiting time?)</p>	<p>1    2    3    4    5</p>
<p>3. How adequate is the number of adult care homes in your community to serve all needing care?</p> <p>(How many ACH beds are available in your community? What % of beds are vacant? What is the number of beds per 1,000 older/disabled adults with ADL and IADL deficiencies? How does this rate compare to state and comparable county rates?)</p>	<p>1    2    3    4    5</p>
<p>4. To what extent do the adult care homes in your community have established Alzheimer's Disease special units?</p> <p>(How many Alzheimer's and other dementia wards/units/beds exist in your community's ACHs and FCHs? What is the number of such beds per estimated 1, 000 Alzheimer's/dementia patients? What are the state and comparable county averages?)</p>	<p>1    2    3    4    5</p>
<p>5. To what extent can the adult care homes in your community provide services and accommodations for residents intensive healthcare services such as dialysis, tube feeding, etc.?</p>	<p>1    2    3    4    5</p>
<p>6. To what extent can the adult care homes in your community provide institutional respite care for caregivers?</p>	<p>1    2    3    4    5</p>
<p>7. To what degree do the adult care homes in your community work with hospices to provide end-of-life care to residents?</p> <p>(What arrangements do ACHs have with hospice organizations? What % of residents receive hospice services?)</p>	<p>1    2    3    4    5</p>

8. To what extent do adult care homes in your community work with mental health lead management entities (LMEs) to ensure specialized services are available for adults with developmental disabilities?	1	2	3	4	5
<b>OVERALL ADEQUACY RATING</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

## C. ACCESSIBILITY

How obtainable are these services for those most in need?

1. To what extent do older and disabled adults and their caregivers know about adult care homes in your community?  (What outreach, public information, public service announcements, etc. describe ACHs in the county? How successful have they been? What % of residents are self-or family-referred? What % of calls from prospective residents and/or their families are appropriate for ACH care?)	1	2	3	4	5
2. To what extent do key referral sources know about adult care homes in your community?  (What outreach, public information, public service announcements, etc. describe ACHs in the county? How successful have they been? What % of residents were referred by key referral sources (such as discharge planners, physicians, nurses, aging network professionals, etc.)? What % of referrals from key referral sources are appropriate?)	1	2	3	4	5
3. To what extent do adult care homes work with hospital discharge planners to ensure easy transition from the hospital to an adult care home as well as appropriate referrals?  (What formal arrangements do ACHs have with hospitals and others with respect to discharge planning? Are there hospital discharge logs to see who was taken an ACH?)	1	2	3	4	5
4. To what extent are adult care home services affordable to everyone in your community who needs assistance?  (How many ACHs in your community accept State/County Special Assistance as a form of payment for care? What is the number of recipients of Special Assistance per 1,000 older and disabled adults in your community? How many ACH residents in your community are recipients of Medicaid enhanced funding? How does this number compare to the state and similar county averages?)	1	2	3	4	5
5. To what degree are the adult care homes' physical locations accessible to people with disabilities?  (Are the facilities handicap accessible?)	1	2	3	4	5
6. To what degree is the admissions process user-friendly for	1	2	3	4	5

<p>older and disabled adults and their families?</p> <p>(What % of persons have difficulty completing the administrative forms? What is the average length of time needed to complete the application process? What services are available to help people complete the admission process?)</p>	
<b>OVERALL ACCESSIBILITY RATING</b>	<b>1 2 3 4 5</b>

## D. EFFICIENCY AND DUPLICATION OF SERVICES

How reasonable are the costs of services?

Are options for streamlining services available in the community?

1. To what extent are adult care homes operating at high occupancy rates?  (What is the % of occupied and vacant beds overall and for relevant specialized populations? How does the overall occupancy rate compare to the state average and similar counties averages?)	1	2	3	4	5
2. How reasonable are the service costs in your community?  (What is the average cost of ACH care in your community? How many ACH facilities or slots are in the low, middle and expensive categories? How do they compare to the state and similar counties?)	1	2	3	4	5
3. How reasonable are the administrative costs of adult care homes in your community?  (What % of the total ACH's budgets are administrative?)	1	2	3	4	5
4. If there are multiple providers, to what extent do they work together to better serve consumers and accomplish joint projects?  (What cooperative arrangements do these facilities have together? How many belong to ACH associations or workgroups?)	1	2	3	4	5
5. To what extent do the adult care homes utilize cost-savings practices such as volunteer labor and/or donated spaces?  (What % of the total budgets are from cost-savings sources such as volunteers, donations, grants, in-kind, etc?)	1	2	3	4	5
<b>OVERALL EFFICIENCY AND DUPLICATION RATING</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

## E. EQUITY

How available are these services to all who need them without bias?

1. To what extent are adult care home services available within a reasonable distance to all geographic areas in your community?  (Are there any areas in your county that are not within 20 miles of an ACH? Are ACHs located on public transportation routes?)	1	2	3	4	5
2. To what degree are adult care home services available to all populations in your community without bias?  (What is the % breakdown of age, race, sex and disability of ACH residents? How does this breakdown compare to your county's general older and disabled adult populations (%)? Are all groups represented fairly in ACHs ? (e.g. number of African Americans in facilities ÷ number of older/disabled adult African Americans in your county)? How do these %s compare to the state averages and similar counties?)	1	2	3	4	5
3. To what extent do adult care homes in your community accept all forms of payment - i.e. State/County Special Assistance Program, private insurance, private pay, etc.?  (What % of beds are subsidized, private pay, or private insurance and how do these %s compare to state averages and similar counties?)	1	2	3	4	5
4. To what extent do adult care homes in your community not accept residents whose care is paid for through the State/County Special Assistance Program for Adults?  (What % of consumers receive state/county special assistance and how does this % compare to state averages and similar counties?)	1	2	3	4	5
5. To what extent do adult care homes treat provide identical services and amenities for both private pay consumers and Special Assistance recipients?  (What are the staff/resident ratios, staff salaries and room accommodations among facilities serving primarily special assistance recipients vs. private-pay residents? Do facilities that serve mainly or primarily subsidized people seem to have more complaints?)	1	2	3	4	5
6. If there is a waiting list, how sufficient is the system in place for prioritizing consumers in terms of need?	1	2	3	4	5

(If there is no waiting list, please skip the question and move to number 7. What are the policies, rules and procedures for prioritizing persons on the waiting list?)	
7. To what extent have adult care homes in your community completed a nondiscrimination statement as required by the Department of Facility Services?  (What are the policies, rules, procedures regarding discrimination? Do they conform to state and federal laws?)	1 2 3 4 5
<b>OVERALL EQUITY RATING</b>	<b>1 2 3 4 5</b>



<b>F. QUALITY/EFFECTIVENESS</b>	
How successful are these services in addressing consumers' needs?	
1. Does a review of the monitoring reports completed by the County Department of Social Services verify that the adult care homes in your community meet or exceed the minimum Standards as required by the state?	Yes                      No
2. To what extent is information available to the general public on the quality of care provided in adult care homes in your community?  (What efforts have been made to publicize and educate the general public and target population about ACH quality?)	1    2    3    4    5
3. Have any adult care homes in your community been levied fines, licenses suspended, or admissions suspended due to deficiencies in meeting regulations?	Yes                      No
4. If complaints were made, to what extent have they been rectified?  (If there have been no complaints in your county, please score this question a 5. What are the number and types of complaints made to county and state agencies? How many have been substantiated? What is the number of complaints and substantiations per 1,000 residents and how do these rates compare to state rates and similar counties? What was done to rectify the complaints? Have the complaints been "closed"?)	1    2    3    4    5
5. To what degree do residents seem to be properly placed in adult care homes, compared to other facilities such as ICF/MR, DDA group homes, and nursing facilities, given their physical and mental disabilities?  (What % of residents were placed in ACH because there were no spaces in a nursing home? What % of residents receive intensive healthcare services such as dialysis, tube feeding, etc.)	1    2    3    4    5
6. Are resident's rights posted in adult care homes and/or shared with residents and their caregivers during admission?	Yes                      No
7. Are listings of local and state resources, such as the LTC Ombudsman Program, Governor's Advisory Council for Persons with Disabilities, NC CARELINE, local DSS, etc. readily available to residents in adult care homes?	Yes                      No

<p>7. To what extent have adult care homes in your community established active Residents Councils? To what extent do these councils guide operations?</p> <p>(How active are the Resident Councils? What recommendations they have made in the past 5 years? Have ACHs acted on any Residents Council's recommendations?)</p>	1 2 3 4 5
<p>8. To what extent do adult care homes in your community have special quality assessment or improvement efforts underway?</p> <p>(What process, quality assessment or outcome evaluations have been undertaken in the past 5 years?)</p>	1 2 3 4 5
<p>9. To what extent do adult care homes survey consumers and their families to determine satisfaction with services?</p> <p>(Have residents and/or family members been surveyed in the past 5 years? If so, what process was used? What were the major findings?)</p>	1 2 3 4 5
<p>10.To what extent do the adult care homes act on residents' feedback?</p> <p>(What policy and/or programmatic changes have been made in the past 5 years as a direct result of resident feedback (ex survey results, Resident Council recommendations, family member suggestions, etc.)?)</p>	1 2 3 4 5
<p>11.How sufficient is the complaint resolution process?</p> <p>(What is the complaint resolution process in ACHs ? How many complaints have been received in the past 5 years? What was the nature of the complaints? What % of the complaints were rectified?)</p>	1 2 3 4 5
<p>12.To what extent are complaints considered during planning, program development, or quality improvement efforts?</p> <p>(What policy and/or programmatic changes have been made in the past 5 years as a direct result of resident complaints?)</p>	1 2 3 4 5
<p>13.How sufficient are the ancillary services (ex. transportation, social activities, hairdressing, etc.) offered by adult care homes in your community?</p> <p>(What ancillary services are offered? What are the % of ACHs offer selected ancillary services? How does this % compare to the state</p>	1 2 3 4 5

average and similar counties?)	
<p>14.To what degree do adult care homes in your community honor cultural differences?</p> <p>(What % of ACHs have at least one posted event regarding African American, Native American, Hispanic, Asian, Jewish or other cultural events when they have residents representing these cultures? Do meals offer a variety of foods from different cultures? What different cultural groups are served in your facilities? Does the cultural mix of staff correlate to the cultural mix of the residents? Are staff trained to be sensitive to the culture groups and are staff representative of different cultural groups?)</p>	1 2 3 4 5
<p>15.To what extent do adult care homes regularly communicate unmet needs to county commissioners, planning bodies, and other agencies?</p> <p>(Is there ACH representation at county planning meetings and other such events?)</p>	1 2 3 4 5
<p>16.To what extent do adult care homes promote a positive quality of life for residents?</p> <p>(What activities are offered to residents in your community's ACHs? What % of residents participate in these activities? Do residents participate in activity planning? Are visitors allowed at any time or are visiting hours strictly enforced?)</p>	1 2 3 4 5
<p>17.To what extent do adult care homes encourage community interaction/involvement with residents?</p> <p>(How many planned community events occurred in the ACHs in the past year? What types of community events occurred? What % of residents participated? Are ACHs located on public transportation routes to make it easier for friends, relatives, and members of the community to visit residents?)</p>	1 2 3 4 5
<b>OVERALL QUALITY/EFFECTIVENESS RATING</b>	<b>1 2 3 4 5</b>

<b>Recap of Overall Adult Care Homes Ratings</b>					
Existence	1	2	3	4	5
Adequacy	1	2	3	4	5
Accessibility	1	2	3	4	5
Efficiency and Duplication	1	2	3	4	5
Equity	1	2	3	4	5
Quality/Effectiveness	1	2	3	4	5

**Adult Care Homes' Major Strengths:**

**Identified Barriers and Areas for Improvement:**